

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 13-18-52

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
26	26	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

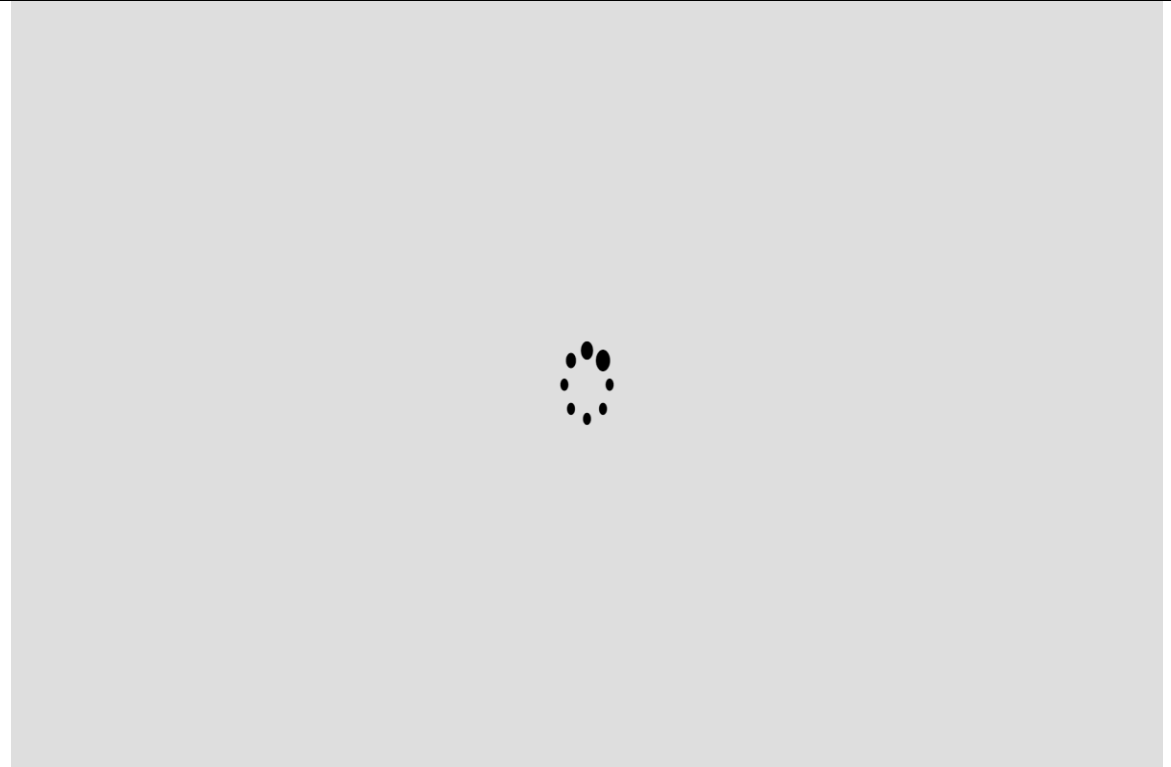
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



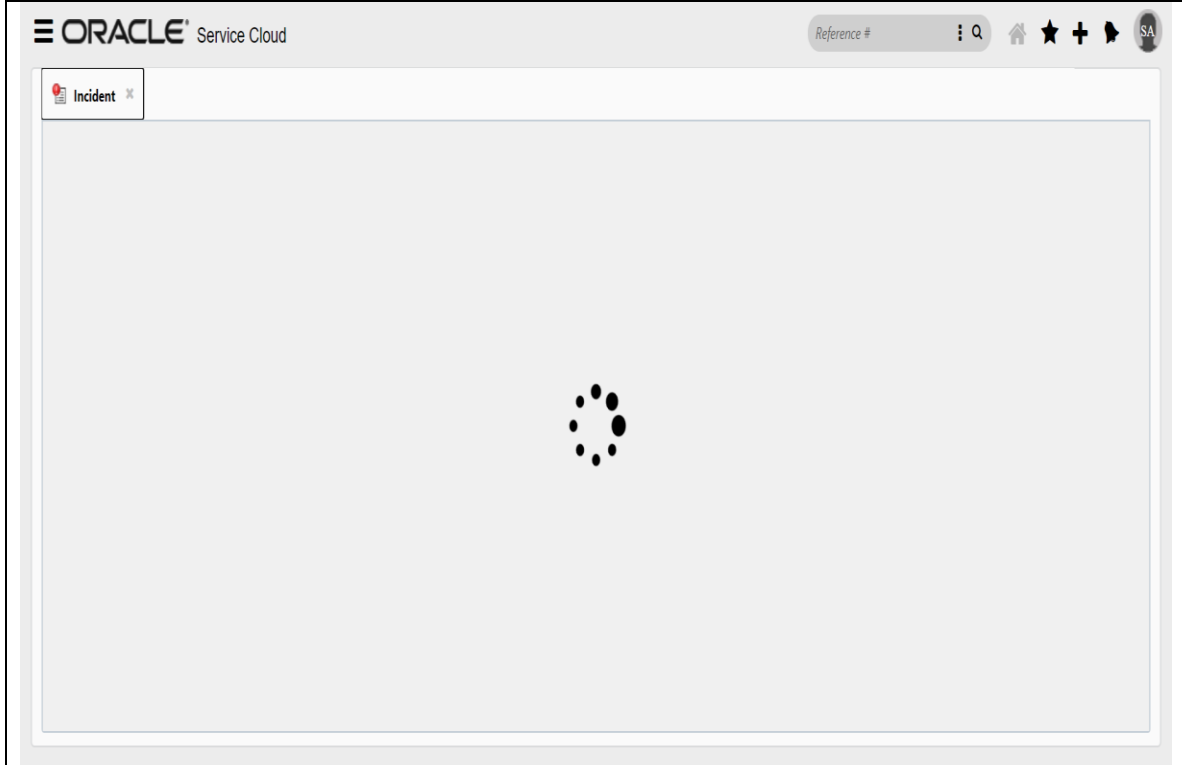
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows 'Summary' as the active tab. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Other fields include 'Reference #' (200806-000027), 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Contact' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, the case ID '200806-000027' is shown with a close icon. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000027
- Status: Open (dropdown)
- Assigned: Agent Access > Sys Agent (dropdown)
- Disposition: [No Value] (dropdown)
- Contact: Adam Smit (dropdown, highlighted with a blue border)
- Organization Name: (empty field)
- Product: [No Value] (dropdown)
- Category: [No Value] (dropdown)

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with a list of fields: Subject, Reference #, Status, Assigned, and Disposition. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a list of agents: 'Recent' (Minhaj Ameen, Sys Agent), 'All' ([No Value]), and 'Agent Access' (Admin - Full Access, System Agent2, Minhaj Ameen, Sys Agent). The 'Sys Agent' option is highlighted. The right main panel shows a form with fields for Contact (Adam Smit), Organization Name (California Federation), Product ([No Value]), and Category ([No Value]).

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for '200806-000027' is shown. The record includes a 'Subject' field with the text 'how this product works, ab92547 product is not functioning properly'. The 'Reference #' field contains '200806-000027'. The 'Status' is set to 'Unresolved'. The 'Assigned' field shows '[No Value]'. The 'Disposition' field shows '[No Value]'. The 'Contact' field is 'Adam Smit'. The 'Organization Name' is 'California Federation'. The 'Product' field is '[No Value]' and is highlighted with a blue border. The 'Category' field is '[No Value]'. The interface also features a navigation bar with tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is currently selected.

